

LONG BEACH DEPARTMENT OF HEALTH AND HUMAN SERVICES MULTIFAMILY RESIDENCE GUIDANCE FOR COVID-19

This guidance is intended to assist apartment managers and management companies in preparing for and responding to novel coronavirus 2019 (COVID-19). Apartment managers and management companies play an important role in helping to prevent the spread of the COVID-19 in the City of Long Beach (City) and should prepare for the potential impact to their communities, and to address employee and resident concerns of potential exposure at their place of work and home as COVID-19 continues to spread.

GENERAL INFORMATION - COVID-19

Coronavirus disease 2019 (COVID-19) is a respiratory illness caused by a novel (new) coronavirus. The virus was first discovered in Wuhan, China, and has now been detected across the globe, including in the United States and Long Beach.

Coronaviruses are a large group of viruses that are common among animals and humans. Most human coronaviruses cause only mild to moderate upper-respiratory tract illnesses, like the common cold. Novel coronaviruses like COVID-19 can cause serious and widespread illness and death because the new pathogen is not yet recognized by an individuals' immune systems.

COMMON SYMPTOMS OF COVID-19

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Some people may be asymptomatic, which means they are infected with the virus, but are not experiencing symptoms. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19

HOW COVID-19 SPREADS

The virus is thought to spread mainly from:

- Person-to-person between people who are in close contact with one another (within 6 feet)
- Respiratory droplets produced when someone coughs, sneezes, or talks.
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands.

GUIDANCE

1. Communication with Residents and Employees:

- Accurate, timely, regular, and consistent communications with employees, residents, and suppliers is critical. Make sure you have all available contact information (cell, e-mail, etc.) for your staff, residents, and suppliers. Examples of communications may include prevention practices, resident communications, and changes in office policies such as telecommuting policy or sick time.
- Develop alternative ways to disseminate information, such as corporate web sites, app-based notifications, text messaging, etc.
- Post resources in public areas to make residents and employees aware of ways they can prevent the spread of COVID-19. Free resources for posting are available at the City's website under "Print-Yourself Posters"
www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/for-businesses.

2. Preventing the Spread of COVID-19

- **Physical Distancing**
 - i. All employees, residents, and visitors (including contractors) must maintain a 6 foot physical distance from other people in shared common spaces and public areas of the complex. Members of the same household may travel together.
 - ii. Find strategies to keep communal laundry rooms open while ensuring physical distancing. This may include creating sign-up sheets, limiting the number of people using the facility at once, or marking the machines to use and floor space where people can stand to maintain at least 6 feet apart while doing laundry. Post signs reminding tenants to practice frequent handwashing and physical distancing.
 - iii. Encourage residents who are not essential workers to utilize common spaces during mid-day hours to reduce traffic through those areas before 9:00 am or after 5:00 pm.
 - iv. Limit the number of people in the elevator to prevent close contact in an enclosed space. Advise residents to stand near the four corners of the

- elevator and away from each other and to wear cloth face coverings when in the elevator.
- v. Encourage residents to call the management office or the front desk rather than coming in person, whenever possible.
 - vi. Maintain proper social distance if residents need to speak with management or staff directly. Mark the proper distance away from the front desk staff to maintain physical distancing with tape or other signage. Consider installing a plexiglass barrier to protect staff.
 - vii. Create and post a [Physical Distancing Protocol](#) visible for residents and Employees.
- **Face Coverings**
 - i. Face coverings are required when individuals may come in close contact with others in common spaces and public areas of the complex. “Close contact” means being within 6 feet of another person for 10 minutes or more. Common spaces and public areas of the complex are locations that employees, residents, and visitors will likely be in close contact with others.
 - **Repairs in Occupied Units**
 - i. During repairs done inside units both the resident and repair staff should wear face coverings while in the apartment together and try to maintain physical distancing, even if both feel healthy. Ideally, the resident will also open all windows in the apartment while the repair staff is present to provide a high level of ventilation.
 - ii. Limit routine construction or repairs to emergency or habitability repairs (e.g. plumbing, water leak, structural, extermination of pests, electrical system, any threatening situation that will result in loss of life or property) to avoid unnecessary contact between residents and staff/maintenance
 - **Construction within Complex**
 - i. All Essential Businesses in the City are required to create and post a [Physical Distancing Protocol](#). The construction company’s Social Distancing Protocol must be posted either at the job site (if feasible), in the property manager’s office, in a location which may be viewed by the tenants of the complex, or alongside the complex’s Social Distancing Protocol posted in the complex.
 - ii. Before allowing any construction at an occupied complex, obtain a copy of the construction company’s Physical Distancing Protocol.
 - **Close Recreational Facilities**
 - i. Fitness areas, including basketball and tennis courts, community or recreational rooms, swimming pools, spas, jacuzzis, steam rooms, and saunas must be closed to all residents, staff, and the public per the Long Beach Health Order.
 - ii. Routine maintenance, including cleaning, chemical balancing and adjustments are allowed to continue for swimming pools, spas, jacuzzi, and the like.
 - **Employees**
 - i. Complete and post a [Physical Distancing Protocol](#), for the protection of residents and employees.

- ii. Maximize the number of employees who work from home for all employees whose job can be done from home or via telecommuting.
- iii. Require and allow employees to wash or sanitize their hands at least every 30 minutes, or as needed if gloves are provided.
- iv. Provide gloves and face covering for employees whose duties require close contact with residents, the public, or contractors, as well as appropriate training on their use. "Close contact" means being within 6 feet of another person for 10 minutes or more.
- **Packages**
 - i. Urge residents to limit online purchases to needed items only to reduce
 - ii. traffic into mailrooms or in the lobby.
 - iii. Consider allowing packages to be delivered to the recipient's address.
 - iv. Communicate any changes in protocol changes regarding packages.
- **Cleaning Protocol**
 - i. Routinely clean public spaces and commonly touched surfaces such as door handles, handrails, elevator buttons, and laundry areas. ii. Surfaces and spaces should be cleaned with disinfectant qualified for use against COVID-19.
- **Personal Prevention for Residents and Employees** - Encourage all staff and residents to do the following:
 - i. Stay home when you are sick. Stay home for at least 3 days (72 hours) after recovery, which means your fever has resolved without the use of fever-reducing medications and there is improvement in your respiratory symptoms (e.g., cough, shortness of breath), AND at least 7 days have passed since your symptoms first appeared. Please see our [Home Isolation Guidance](#) or www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/covid-19-orders
 - ii. If you are confirmed to be ill with COVID-19, or likely are ill with it but have not been tested, tell all of your close contacts that they need to be in quarantine for 14 days after their last contact with you. Close contacts include all household members, any intimate contact, and all individuals who were within 6 feet of you for more than 10 minutes, starting 48 hours before your symptoms began until your isolation period ends. Anyone who had contact with your body fluids and/or secretions (such as were coughed on/sneezed on, shared utensils or saliva or provided care to you without wearing protective equipment) needs to be in quarantine. Such people should be referred to our Home Quarantine Guidance or at www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/covid-19-orders
 - iii. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer that contains at least 60% alcohol. Wash your hands before meals, after using the restroom, before and after removing a face covering, and after coughing and sneezing. Please see our Home Isolation Guidance or www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/covid-19-orders
 - iv. Cover your coughs and sneezes with a tissue, and then dispose of the tissue and clean your hands immediately. If you do not have a tissue, use

your elbow (not your hands). Please see our Home Quarantine Guidance or at www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/covid-19-orders

- v. Do not touch your mouth, eyes, nose with unwashed hands.
- vi. Avoid contact with people who are sick.
- vii. Maintain 6 feet physical distance from others when you are in public.
- viii. Wear a cloth face covering when in public areas where you may encounter others, especially in indoor places such as an elevator.

3. Discrimination and Racism

- Behavior as a result of the outbreak, cannot in any way, incite racism or any form of discrimination, which is a violation of the law. If someone in the building is being harassed due to their race, nation of origin or other identities, or has been the victim of a hate crime or bias-motivated incident, encourage them to report it to the Long Beach Police Department. In an emergency, call 911. For a non-emergency, call (562) 435-6711. Victims can also contact the Hate Crimes Hotline at (562) 433-8595, which is monitored by The LGBTQ Center of Greater Long Beach and The Human Dignity Program. More details can be found at www.longbeach.gov/globalassets/police/media-library/documents/how-do-i/prevent-crime/hate-crimes-flyer

4. Rent Payment Flexibility

- Consider online-only leasing and prioritize online rent payment.
- Remind residents that there generally are no fees to pay by bank transfer.
- Where fees are involved, apartment managers are encouraged to limit or waive them.
- Work with residents who may fall behind on rental payments because of a loss of income. Create open lines of communications with residents to address financial, health, and other hardships that can make it difficult to cover expenses like housing.
- Work with your residents on alternative payment plans and agreements and be sure to put them in writing.
- Apartment managers are encouraged to waive late fees and other administrative costs over the next few months.
- Consider implementing an eviction moratorium for the next few months unless the eviction is for criminal or negligent behavior that jeopardizes the life, health or safety of other residents.
- Note: The Long Beach City Council passed an emergency ordinance regarding evictions of commercial and residential tenants affected by the COVID-19 pandemic. More information can be found at www.longbeach.gov/lbds/hn/tenant-assistance-policies

5. Self-Quarantining/Self-Isolating Residents

Apartment managers are likely to have residents who need to self-quarantine or isolate in their apartment due to COVID-19. These residents may choose to self-identify and may ask for assistance to allow them to isolate. Recommended practices in that situation include:

- **Service Requests and Apartment Access.** Suspend access to the apartment for routine maintenance, repairs, and inspections. The apartment should only be entered for emergency repairs. If an emergency repair is needed:
 - Advise the resident to open all windows in the apartment while the repair staff is there.
 - Instruct the resident to remain in a part of the apartment away from where the repair will take place and wear a face covering while the repair staff is in the apartment.
- **Package Deliveries:** Leave packages outside the apartment door to avoid close contact with the self-quarantining resident. Work out an arrangement for notifying people when packages arrive.
- **Garbage Disposal:** Schedule door-side garbage pick-up. Instruct the resident to leave garbage bags outside the front door of the unit.
- **Pet Care:** Since residents will not be allowed to leave their unit except to seek medical care, they may have to employ services such as dog walkers to care for their pets.
- **Vendor Services:** Vendors who regularly provide services within apartments should be notified that service is suspended to the apartment in question, without advising them of the reason for the suspension. If you offer door side trash pickup, that may continue.
- **Medical Visits:** If the resident needs to leave the unit for a necessary medical visit instruct them to use a face mask or face covering at all times while in the complex and parking lot and outside of their unit.
- **Contacts to the Case:** Residents who have (or are suspected of having) COVID-19 are required to notify anyone who they were in close contact with while contagious of their potential exposure and inform them of their need to self-quarantine. This is not a responsibility of the apartment manager, but the apartment manager should take the precautions noted above to prevent staff and others from getting exposed.
- **Resident Wellness Checks:** Consider offering a phone check-in service for tenants who live alone to ensure their health and safety while under quarantine or isolation.
- **Protecting Resident and Employee Privacy:** Do not share information about the health and status of the self-quarantining/isolating resident or affected employee with other residents or employees, except as necessary to comply with other guidance received. There is also no reason to notify Public Health of any cases in your building, nor will Public Health notify the property or building manager/owner of any cases residing in the building.
 - Continued frequent cleaning of common areas will help to reassure other tenants if a resident chooses to share with others that they are in quarantine or are self-isolating.

RELIABLE INFORMATION REGARDING COVID-19

Beware of scams, false news, and hoaxes surrounding COVID-19. Accurate information, including announcements of new cases in Long Beach, will always be distributed by the Department of Health and Human Services through press releases, social media, and our website

www.longbeach.gov/covid19. The website has more information on COVID-19 including FAQs, infographics and a guide to coping with stress, as well as tips on handwashing.

- Sign up for Alert Long Beach at www.longbeach.gov/disasterpreparedness/alert-long-beach or Text “AlertLB” to 99411
- View recent Long Beach Press Releases at www.longbeach.gov/city-press-release-archive
- View recent Long Beach Press Briefings at www.youtube.com/LongBeachCityCA
- Follow #COVID19LongBeach @LongBeachCity Twitter Feed
- California Department of Public Health:
www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx
- National Information from Center for Disease Control (CDC):
www.cdc.gov/coronavirus/2019-ncov/index.html
- Global Information from the World Health Organization:
www.who.int/emergencies/diseases/novel-coronavirus-2019
- CAL OSHA Guidance for preparing workplaces:
www.osha.gov/Publications/OSHA3990.pdf

If you have questions and would like to speak to someone, call the Long Beach Information line at 562-570-INFO (4636).